



*At the counter, Winnipeg Office*

mailed-in applications. The Chief Executive Officer, five directors and 21 managers are at headquarters in the National Capital Region, and there are three directors and 26 managers in the regional offices. The Passport Office employs 567 people, including 180 determinate employees hired for peak periods.

During the year, new issuing offices opened in Brampton, Kitchener, and St. Catharines. A complete list of offices is provided in Appendix B.

The Chief Executive Officer consults with and considers the advice of the management team which includes the directors and managers. As a Special Operating Agency, the emphasis throughout the Office is on accountability, and there is considerable involvement at all levels in the decision-making process.

An annual contract between the Chief Executive Officer and each director sets out specific authorities, accountabilities, and responsibilities for the year, and ensures that everyone has a common view of Passport Office operations and the factors necessary for success. The contract also commits directors to use allocated resources — human, financial, and material — efficiently and with the highest regard for probity and economy.